

# US Department of Veterans Affairs VA MidSouth Healthcare Network (VISN 9) Homeless Programs

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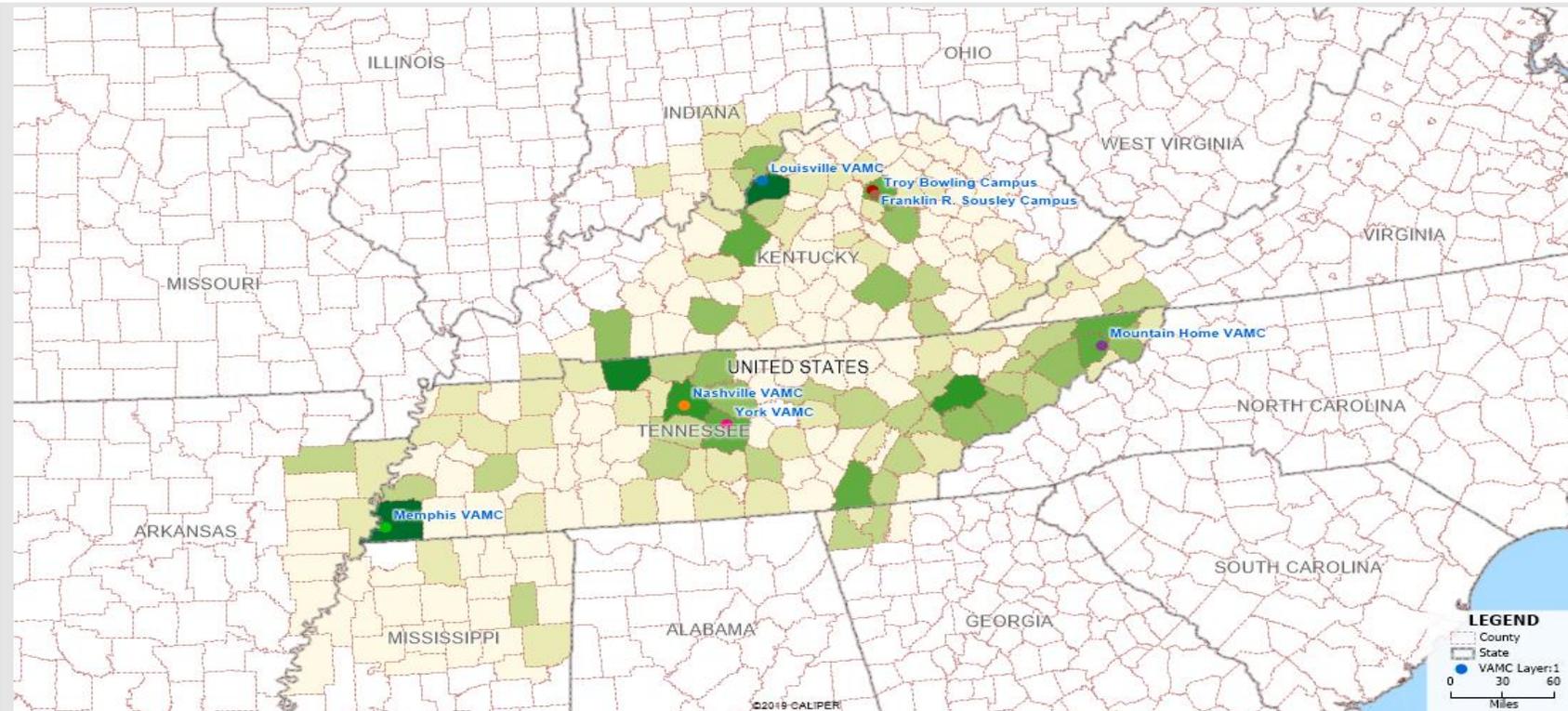


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# VA MidSouth Healthcare Network – VISN 9

237 counties  
in  
7 states

7 VA Medical  
Center Campuses  
and  
51 Outpatient  
Clinics



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# Tennessee VA Medical Centers

## Memphis VA Medical Center

1030 Jefferson Avenue  
Memphis, TN 38104

## James H. Quillen VA Medical Center

Corner of Lamont & Veterans Way  
Mountain Home, TN 37684

## Tennessee Valley Healthcare System

**Nashville Campus:** 1310 24<sup>th</sup> Avenue South  
Nashville, TN 37212

**Alvin C. York Campus:** 3400 Lebanon Pike  
Murfreesboro, TN 37129



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# Memphis VA Medical Center (VAMC)

## Memphis Coverage: Outside TN

8 Counties in AR

25 Counties in MS

### Memphis VAMC Clinics (9)

Covington (North Memphis)

Nonconnah (Memphis)

Dyersburg, TN

Jackson, TN

Savannah, TN

Tupelo, MS

Holly Springs, MS

Helena, AR

Jonesboro, AR

### Memphis Coverage: TN Counties (20)

Carroll

Chester

Crockett

Decatur

Dyer

Fayette

Gibson

Hardeman

Hardin

Haywood

Henderson

Henry

Lake

Lauderdale

Madison

McNairy

Obion

Shelby

Tipton

Weakley



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# Tennessee Valley Healthcare System (TVHS)

## TVHS Coverage: Outside TN

5 Counties in GA  
13 Counties in KY

### TVHS Clinics (18)

Albion St., Charlotte Ave., and International Plaza, Nashville

Athens, TN

McMinnville, TN

Bowling Green, KY

Roane (Harriman, TN)

Chattanooga, TN (x2)

Tullahoma (Arnold AF Base), TN

Clarksville, TN (x2)

Glenis Drive (Murfreesboro, TN)

Cookeville, TN

Dover, TN

Gallatin, TN

Hopkinsville, KY

Columbia, TN

### TVHS Coverage: TN Counties (56)

Bedford	Giles	Maury	Robertson
Benton	Grundy	McMinn	Rutherford
Bledsoe	Hamilton	Meigs	Scott
Bradley	Hickman	Monroe	Sequatchie
Cannon	Houston	Montgomery	Smith
Cheatham	Humphreys	Moore	Stewart
Clay	Jackson	Morgan	Sumner
Coffee	Lawrence	Overton	Trousdale
Cumberland	Lewis	Perry	Van Buren
Davidson	Lincoln	Pickett	Warren
DeKalb	Loudon	Polk	Wayne
Dickson	Macon	Putnam	White
Fentress	Marion	Rhea	Williamson
Franklin	Marshall	Roane	Wilson



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# James H. Quillen VA Medical Center (VAMC)

Also Known As:  
Mountain Home  
VAMC  
(MTH VAMC)

## MTH VAMC Coverage: Outside TN

4 Counties in KY

9 Counties in VA

### MTH VAMC Clinics (13)

Mountain City, TN	Norton, VA
Bristol, VA	Rogersville, TN
LaFollette, TN	Vansant, VA
Sevierville, TN	Knoxville, TN
Jonesville, VA	Johnson City, TN
Marion, VA	
Morristown, TN (x2)	

### MTH Coverage: TN Counties (19)

Anderson	Hawkins
Blount	Jefferson
Campbell	Johnson
Carter	Knox
Claiborne	Sevier
Cocke	Sullivan
Grainger	Unicoi
Greene	Union
Hamblen	Washington
Hancock	



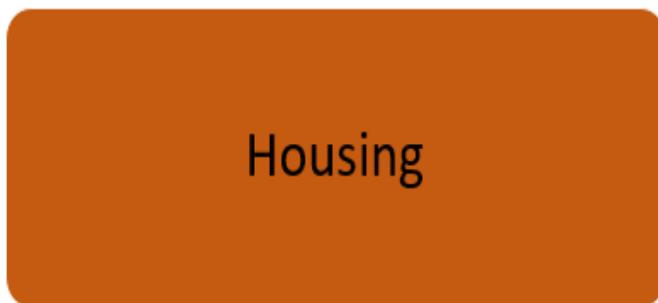
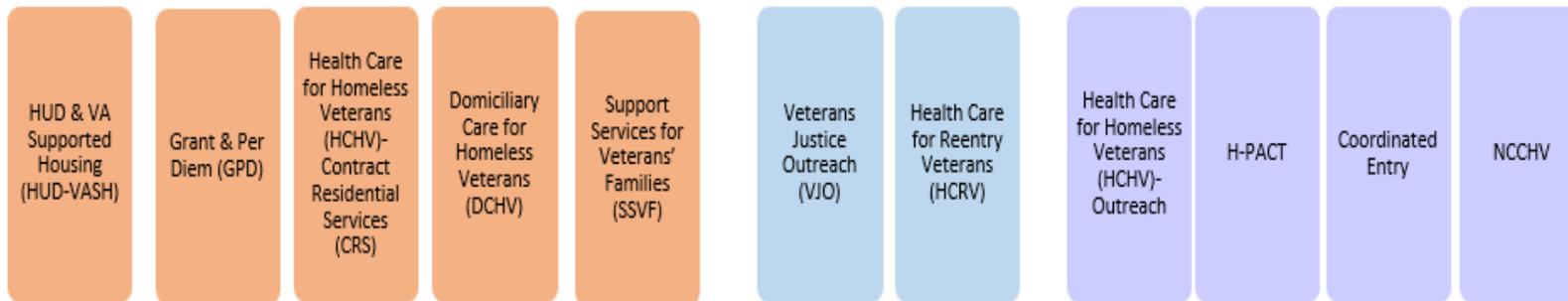
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# VA Homeless Programs



# Housing

## Housing and Urban Development-VA Supported Housing (HUD-VASH)

**HUD-VASH:** Collaborative program between HUD and VA; HUD provides Housing Choice Vouchers and VA provides case management and supportive services.

- Permanent Supported Housing Program
- Goal: Help Homeless Veterans and their families gain stable housing while promoting full recovery and independence in their community

[www.va.gov/homeless/hud-vash.asp](http://www.va.gov/homeless/hud-vash.asp)



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# VISN 9 Homeless Programs in Tennessee

## HUD-VASH in TN

### HUD-VASH (Housing & Urban Development- VA Supported Housing Program)

- 1856 Vouchers assigned in TN
- 13 TN PHAs assigned HUD-VASH vouchers
  - TN001 Memphis VAMC
  - TN007 Memphis VAMC
  - TN004 TVHS
  - TN005 TVHS
  - TN020 TVHS
  - TN035 TVHS
  - TN042 TVHS
  - TN054 TVHS
  - TN079 TVHS
  - TN002 MTH VAMC
  - TN003 MTH VAMC
  - TN066 MTH VAMC
  - TN088 MTH VAMC

\*TVHS also has 53 HUD-VASH vouchers in KY



# Housing

## Grant and Per Diem (GPD)

**GPD:** Community-based agencies awarded national VA grants to provide transitional housing and supportive services.

- VA's largest transitional housing program with over 12,000 beds nationwide
- Grant types: Capital, Per Diem Only, Transition in Place, Special Needs, Service Centers, and Case Management
- PDO Models include Service Intensive, Clinical Treatment, Low Demand, Bridge, and Hospital to Housing
- Goal: Help Homeless Veterans achieve residential stability, increase their skill levels and/or income, and obtain greater self-determination

<http://www.va.gov/homeless/gpd.asp>



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# VISN 9 Homeless Programs in Tennessee

## GPD in TN

### Grant and Per Diem Program (GPD) in TN

- 325 PDO Beds
- 5 Capital grants
- 2 Service Centers
- 3 Case Management grants

### Agencies & Locations:

- Alpha Omega, Memphis- 10 beds, Special Needs grant
- Barron Heights, Memphis- 40 beds, PDO & Capital grants
- CAAP, Memphis-53 beds, PDO & Capital grants
- Salvation Army, Johnson City- 15 beds, PDO & Capital grants
- Steps House, Knoxville- 45 beds, PDO, Capital, and CM grants
- Buffalo Valley, Lewisburg, Clarksville, Chattanooga, & Nashville- 45 beds, PDO grant
- Matthew 25, Nashville- 41 beds, PDO & CM grant
- Operation Stand Down, Nashville & Clarksville- 42 beds, PDO, Service Center, Capital, & CM grants
- Room in the Inn, Nashville- 34 beds, PDO grant



# Housing

## Health Care for Homeless Veterans Contract Residential Services (HCHV CRS)

**HCHV CRS:** Community-based agencies awarded local contracts to provide transitional housing and support services that meet the specialized needs of Homeless Veterans in that region.

- Transitional housing with low barrier admission and short lengths of stay (usually 90 days or less)
- Goal: Provide temporary housing and case management services to Homeless Veterans as they prepare for and transition to permanent housing

[www.va.gov/homeless/hchv.asp](http://www.va.gov/homeless/hchv.asp)



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in  
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## HCHV CRS in TN

VISN 9 has no active HCHV CRS contracts in Tennessee



# Housing

## Domiciliary Care for Homeless Veterans (DCHV)

**DCHV:** Provides time-limited residential treatment at VAMCs for homeless Veterans with mental health and substance use disorder, co-occurring medical concerns, and psychosocial needs including homelessness and unemployment.

- Not all VAMCs offer DCHV programs; in FY2020 there were 44 DCHV sites nationwide

[www.va.gov/homeless/dchv.asp](http://www.va.gov/homeless/dchv.asp)



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## DCHV in TN

Mountain Home VAMC oversees a 20-bed DCHV in addition to other Residential Rehabilitation Treatment Program (RRTP) domiciliary beds including PTSD Dom, Substance Use Disorder (SUD) Dom, and General Dom.

The DCHV at Mountain Home VAMC is the only DCHV program in VISN 9. The DCHV is located at the VA Medical Center in Johnson City, TN.



# Housing

## Support Services for Veteran Families (SSVF)

**SSVF:** Community-based agencies awarded national VA grants to provide rapid rehousing and homeless prevention services to very low-income Veteran families.

- SSVF provides Shallow Subsidies to those Veteran families that qualify

[www.va.gov/homeless/ssvf.asp](http://www.va.gov/homeless/ssvf.asp)



# VISN 9 Homeless Programs in Tennessee

Currently all but 3 counties in TN have SSVF Coverage. Those without SSVF: Lincoln, Moore, and Wayne counties.

## SSVF in TN

### SSVF Grantees in TN

- Catholic Charities of Diocese of Memphis (Shelby County)
- Centerstone (25 counties in Middle TN)
- Operation Stand Down of TN (10 counties in Middle TN)
- Volunteer Behavioral Health Care System (26 counties in Mid/South TN)
- Volunteers of America Mid-States (25 counties in Eastern TN)
- West TN Legal Services (23 counties in Western TN)

\*SSVF grantees reapply for renewal grants each year so there may be changes to geographic coverage and/or new grantees so this list may not be 100% accurate depending on when last viewed

\*\*Centerstone is sunsetting their SSVF grant at the end of FY22. It is unclear at this time which agency(s) will provide coverage for the counties Centerstone currently services



# Veterans Justice Programs

## Veterans Justice Outreach (VJO) Program

**VJO:** The purpose of VJO is to prevent homelessness and avoid unnecessary criminalization of mental illness and extended incarceration among Veterans.

- Ensuring eligible justice-involved Veterans have timely access to VHA services as clinically indicated and other VA benefits as appropriate
- Partner in Veterans Treatment Courts (VTCs)
- Conduct jail outreach

[www.va.gov/homeless/vjo.asp](http://www.va.gov/homeless/vjo.asp)



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# Veterans Justice Programs

## Health Care for Reentry Veterans (HCRV)

**HCRV:** Designed to address the needs of incarcerated Veterans when it comes to re-entering their community.

- Goals: Prevent homelessness; reduce the impact of medical, psychiatric, and substance use problems on community readjustment; and decrease likelihood of re-incarceration for those leaving prison

[www.va.gov/homeless/reentry.asp](http://www.va.gov/homeless/reentry.asp)



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## VISN 9 Homeless Programs in Tennessee

## Veterans Justice Programs serving TN

### VJO\*:

- 148 identified jails within the catchment area
- 20 active Veteran Treatment Courts VJO staff participate in
- Memphis VAMC also helps facilitate a Veterans Legal Clinic in Shelby County, TN and Jonesboro, AR
- TVHS Veterans have access to a Veterans Legal Clinic run at Operation Stand Down in Nashville, TN (located at the Service Center)

### HCRV\*:

- 24 identified prisons within the catchment area (Southern portion of V9)

*\*Some of the resources may fall outside TN but still in the catchment area for Memphis or TVHS (AR, MS, GA, VA)*



# Other Components

## Health Care for Homeless Veterans (HCHV) Outreach:

**HCHV Outreach:** Provides outreach and case management services for homeless Veterans; particularly focused around those who are literally homeless and in emergency shelter settings.

- Goal: Reduce homelessness among Veterans by connecting the homeless Veterans with health care and other needed services

[www.va.gov/homeless/hchv.asp](http://www.va.gov/homeless/hchv.asp)

# Other Components

## Homeless – Patient Aligned Care Team (H-PACT)

**H-PACT:** Coordinated health care for homeless Veterans designed around the unique needs and distinct challenges homeless Veterans face both accessing and engaging in health care.

Goals: More effectively engage Veterans in primary care; increased engagement in health care and preventative services; reduction in inpatient and emergency services

[www.va.gov/homeless/h\\_pact.asp](http://www.va.gov/homeless/h_pact.asp)

# Other Components

**Coordinated Entry:** Intended to prioritize those with the greatest need, match people with services that are most likely to help them exit homelessness, reduce the time it takes to access services, and ensure that limited resources are allocated efficiently.

- VA Homeless Programs are required actively engage with each local Continuum of Care (CoC) within their catchment area.
- CoCs promote community wide commitment to the goal of ending homelessness and provide guidance and recommendations as to what is needed to serve the homeless population in a given community.



# Other Components

## National Call Center for Homeless Veterans (NCCHV)

**NCCHV:** Veterans that are homeless or at risk of becoming homeless have free, 24/7 access to VA staff.



<https://www.va.gov/HOMELESS/NationalCallCenter.asp>



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# VISN 9 Homeless Programs in Tennessee

## Other Homeless Services in TN

### HCHV Outreach

- All VA Homeless programs conduct HCHV Outreach; sometimes as part of larger community-wide teams

### H-PACT

- Memphis VAMC has an H-PACT Team
- TVHS is considering starting up an H-PACT Team

### Coordinated Entry: CoCs (Continuums of Care)

- 10 CoCs across TN
  - 2 in Memphis catchment
  - 5 in TVHS catchment
  - 3 in MTH catchment

### NCCHV

- 1802 NCCHV calls answered by MEM, TVHS, and MTH in first 7 months FY22
- 2546 NCCHV calls answered by MEM, TVHS, and MTH in FY21





# Homeless Program Office 5-Year Strategic Plan

[HPO Strategic Plan](#)

## HPO Strategic Objectives:

1. Expand and increase housing stock
2. Prevent and resolve returns to homelessness
3. Enhance targeted services to address the needs of high-acuity and vulnerable populations (e.g., Veterans who are older, have a history of opioid misuse, or are at risk for suicide)
4. Support the development of a highly skilled workforce
5. Use research and state-of-the-art analytical data, evaluation tools, and processes to make informed and timely decisions
6. Provide equitable services and outcomes through all homeless programs and services



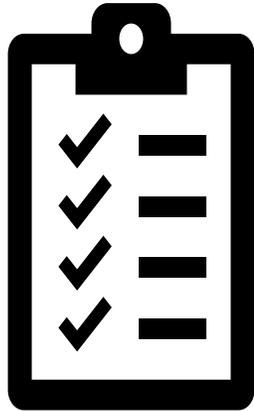
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# Other important Initiatives



38,000 Permanent Housing Placements Goal

USICH Criteria & Benchmarks

Rideshare Pilot

Smartphone Initiative

# Goal of 38,000 Permanent Housing Placements in 2022



On February 25, 2022, Secretary of Veterans Affairs Denis McDonough outlined new goals towards ending homelessness, which included a national goal of placing at least 38,000 Veterans experiencing homelessness into permanent housing during calendar year 2022.

# United States Interagency Council on Homelessness (USICH) - Criteria and Benchmarks for Achieving the Goal of Ending Veteran Homelessness

## USICH Criteria:

1. The community has identified all Veterans experiencing homelessness.
2. The community provides shelter immediately to any Veteran experiencing unsheltered homelessness who wants it.
3. The community provides service-intensive transitional housing only in limited instances.
4. The community has capacity to assist Veterans to swiftly move into permanent housing.
5. The community has resources, plans, partnerships, and system capacity in place should any Veteran become homeless or be at risk of homelessness in the future.



VA is committed to ending Veteran homelessness, community by community. 3 states and 82 communities have successfully met the USICH threshold and announced they've ended Veteran homelessness:

### [Ending Veteran Homelessness - VA Homeless Programs](#)

Among those 82 communities are:

- Chattanooga, TN
- Jackson/West Tennessee CoC (TN-507)



## Rideshare Pilot

- National initiative that authorizes and funds local VAMCs to provide Veterans engaged in VHA Homeless Programs and in need of transportation, no cost Rideshare transport.
  - Transportation can be used for: medical appointments, housing and employment searches, grocery store visits and an array of other necessary activities
  - Process:
    - VHA Homeless Case Manager must complete the Rideshare form on behalf of the Veteran
    - Rideshare driver contacts the Veteran directly via smartphone for pickup
      - If Veteran has no access to a smartphone, there are workarounds for this too

Over 1500 rideshare trips have been given to Homeless Program Veterans in TN since this initiative began.



## Smartphone Initiative

The Homeless Program Office utilized CARES Act funds to procure disposable smartphones for homeless Veterans in response to the COVID-19 National Health Emergency. The phones are prioritized for Veterans engaged in VA Homeless Programs including SSVF, GPD, HCHV CRS, HUD-VASH, and VJP or engaged in other homeless services, and are utilized as a resource for Veterans to stay connected to caregivers and support during the pandemic.

Approximately 500 smartphones have been given to homeless Veterans in TN since this initiative began.

# Homeless Program Contacts- Tennessee

## Memphis VA Medical Center

Jeff Craig, Coordinated Entry Specialist

[Jeffrey.Craig@va.gov](mailto:Jeffrey.Craig@va.gov)

901-523-8990 x6217

## Tennessee Valley Healthcare System

Dan Heim, Homeless Program Manager

[Daniel.Heim@va.gov](mailto:Daniel.Heim@va.gov)

615-327-4751 x66400

## James H. Quillen VA Medical Center (Johnson City)

Michelle Laycox, Homeless Program Manager

[Michelle.Laycox@va.gov](mailto:Michelle.Laycox@va.gov)

423-926-1171 x2871

## Knoxville VA Outpatient Clinic

Christie Smith, Social Work Supervisor

[Christie.Smith1@va.gov](mailto:Christie.Smith1@va.gov)

865-670-2373



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# Thank You!

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